

Technical Disclosure Commons

Defensive Publications Series

February 16, 2017

E-SRA Rescue Events for SM Tickets

Tyagi Nishant
Hewlett Packard Enterprise

Follow this and additional works at: http://www.tdcommons.org/dpubs_series

Recommended Citation

Nishant, Tyagi, "E-SRA Rescue Events for SM Tickets", Technical Disclosure Commons, (February 16, 2017)
http://www.tdcommons.org/dpubs_series/395



This work is licensed under a [Creative Commons Attribution 4.0 License](https://creativecommons.org/licenses/by/4.0/).

This Article is brought to you for free and open access by Technical Disclosure Commons. It has been accepted for inclusion in Defensive Publications Series by an authorized administrator of Technical Disclosure Commons.

E-SRA Rescue Events for SM Tickets

ABSTRACT

E-SRA Rescue is a passively monitoring events tool which comes into the existence when the ticketing is delayed in SM (Service Manager) Ticketing Tool. When an event is not handled in a timely way, RESCUE is ready to catch events and forward them to the Support teams. When the Service Manager is down then the events are pushed into the Rescue which is then pulled by E-SRA Rescue event portal to see those tickets which were not created when the Service manager was down.

Problem statement

When Service Manager is unavailable or missing new events then customer faced the following problems.

P1:- How to Manage incidents during degrades and outages.

P2:- The tickets gets created through HPSX tool. If HPSX tool is down then it cannot pass the xml file which has the ticketing information to the SM and hence incident is not created.

P3:- Difficulty in End to End tracking of the non-ticketing data status (Open/Update/Ack)

Our solution

There was no mechanism/way to keep a track of those incidents which are generated when the Service manager is down. To address these issues we developed a solution named ESRA (Extreme Service Resiliency Assured) Rescue (Restore Event Scrutiny & Care under Extraordinary Conditions) which not only keep a track of those incidents which are not generated by SM but also manage the whole incident until or unless SM service resumes.

RESCUE is a failsafe Bypass enhancement to the SRA toolset that provides a service safety net for Incident service.

For planned or unplanned loss of incident service event management

For service degrades and for service outage periods of the primary event management toolset

What does one do when new SM incidents are being generated, but no SM ticket is created for them?

With E-SRA RESCUE Business carries on Even when incident service is degraded or not running. E-SRA RESCUE provides a failsafe way to keep incident service protecting our customers.

- E-SRA RESCUE monitors all events.
- RESCUE passively monitors the progress success and timeliness of the incident service.
- RESCUE replaces ad hoc less reliable manual efforts to detect, track, and bypass tool failures that prohibit support teams from responding to an event. RESCUE will engage even if only one P1/P2 incident is missed

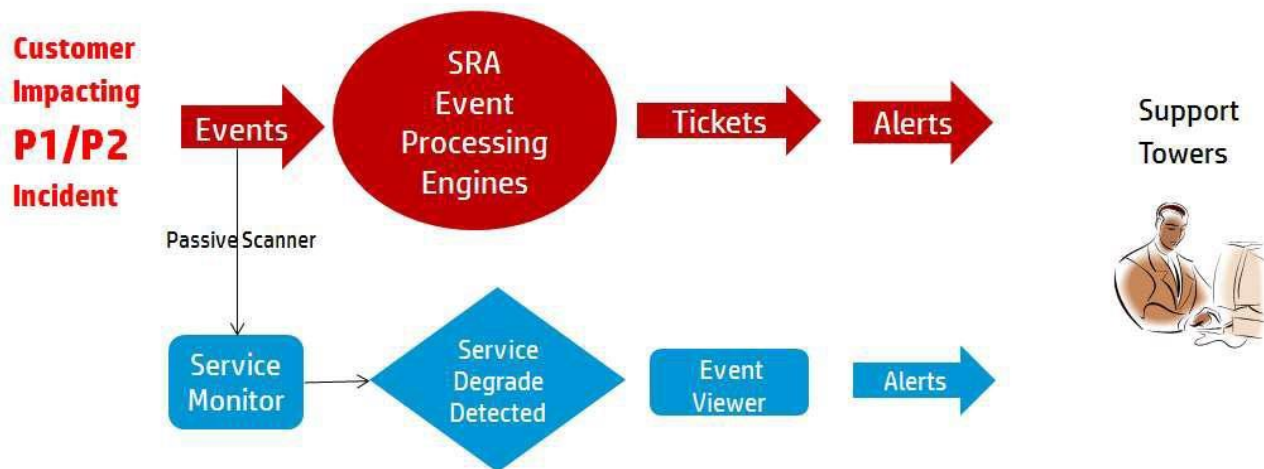
Key Achievements by using this solution

Build Client Business

- Protect the customer's business services
- Protect and build Client reputation
- Reduced costs through sustained quality
- Smoother audits -Record kept of actions taken even when SM is down

Reduce Cost of ES - Additional ES Revenue

- Eliminate the need for some costly infrastructure upgrades and projects
- Reduce the "Cost and Fear" factor in new business pursuit with SRA
- Potential for fast onboarding using fast E-SRA plug-in as automated “eyes on glass” and faster “swivel desk”



Simplified Incident Handling – Normal Flow and the Flow during RESCUE:



Evidence the solution works

1. Application Screenshot

TTR/Workflow > Rescue Events

Purpose: This screen is used to display the Rescue Event details.
 Note: If an Event ID is entered here, (full or partial) - see no other search criteria except for Date Range.

Filter/Search Rescue Events: Rescue Event ID: [] Event Type: ☒ All States ☐ Select
 WorkGroup: [] ORG WorkGroup: [] To Date: [09/08/2014] 23:59:59
 From Date: [06/07/2014] 00:00:00 Job: []
 Customer: [] ReSubmit: ☒ All ☐ Resubmit Only ☐ Not Resubmitted
 Host System: [] Source: [] [Search] [Reset]
 Limit rows to: [100] Total no of records returned are 100

Rescue Events Details: 7 Filters and 58 Records

Rescue Event ID	Event Date	Customer	Host System	Description	WorkGroup	State	Activity/Op	Sub/Task/Req	Code	Severity	CFA	Action
SR02/18/110	9/7/2014 12:21:15 AM	CIBC	DY02	SV02 System Alert CA7 Job TQS Alert: SV02/18/110 sent at 9/7/2014 12:21:15 AM	A-INC55P-CIBC-OSTB42	Void	ReAssign Assigned By: Tyagun On: Sep 7 2014 7:08AM Void Voided By: Tyagun On: Sep 7 2014 7:10AM Work in Progress Assigned By: Tyagun On: Sep 7 2014 6:43AM Completed Assigned By: Tyagun On: Sep 7 2014 6:43AM View Comments/History	IKQIAPC	C0166	2		Comments
				SV02 System Alert CA7 Job TQS		New						Work State

Disclosed by Tyagi Nishant, Hewlett Packard Enterprise